



myIDTravel

USER GUIDE

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myIDTravel Tool

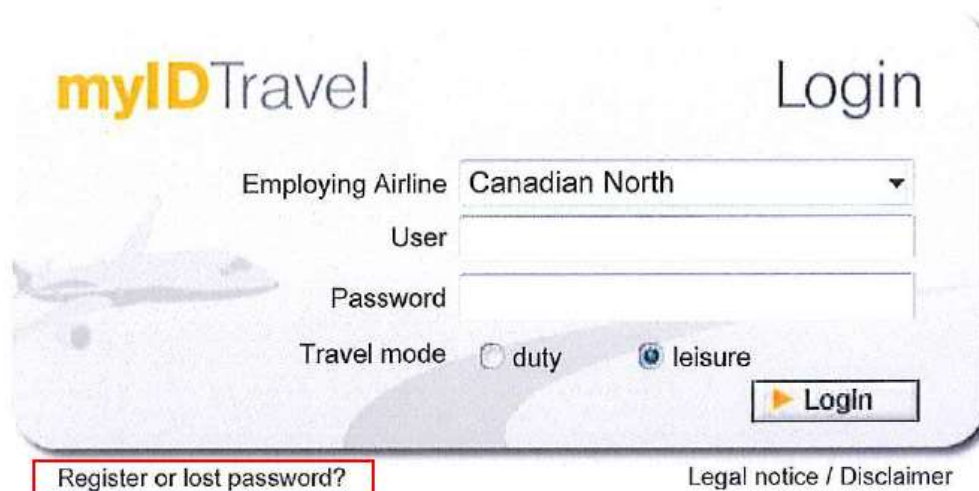
Canadian North has partnered with myIDTravel to enable employees, eligible retirees and their eligible persons to book standby interline leisure travel with participating airlines with which we have ZED agreements using myIDTravel online.

1. First-Time Login

Before you can start using myIDTravel, you will need to generate a password for your user account. You will use the password for all future myIDTravel transactions. You will be prompted to change the password periodically for security purposes.

To create your password, please go to <https://www.myidtravel.com/myidtravel/>. A link to this website is also provided by clicking on the MyIDTravel logo in the Pass Travel Information section on the Intranet.

The myIDTravel login screen appears as shown below. Enter Canadian North as the employing airline. Ignore the User and Password fields for now and click on **Register or lost password?** This is highlighted in the **red** box below.



The image shows the myIDTravel Login screen. At the top left is the myIDTravel logo, and at the top right is the word "Login". Below the logo is a faint image of a polar bear. The form contains the following fields and options:

- Employing Airline: A dropdown menu with "Canadian North" selected.
- User: A text input field.
- Password: A text input field.
- Travel mode: Two radio buttons, "duty" (unselected) and "leisure" (selected).
- A "Login" button with a yellow arrow icon.
- A link "Register or lost password?" highlighted with a red rectangular box.
- A link "Legal notice / Disclaimer" at the bottom right.

You will be taken to the registration form, as shown below:



The image shows a web form for myIDTravel. At the top left is the 'myIDTravel' logo. To the right are links for 'Register new user' and 'Resend password'. Below these is a dropdown menu labeled 'Employing Airline' with 'Canadian North' selected. Underneath is a text field labeled 'User'. A button labeled 'Register / Send password' is positioned below the text field. At the bottom left is a 'Help' link, and at the bottom right is a 'Legal notice / Disclaimer' link.

From the "Employing Airline" dropdown menu, select "Canadian North" and enter your six digit Canadian North employee number into the "User" field. Click the "Register / Send password" button and the system will send an email to your Canadian North email address or personal email address for retired employees with your initial password. If you have not previously accessed your Canadian North email account, reference 1.1. below.

The email will look like this:

-----Original Message-----

From: myidtravel@services.lhsystems.com [<mailto:myidtravel@services.lhsystems.com>]
 Sent: Saturday, December 1, 2012 9:00 AM
 To: (your Canadian North email address)

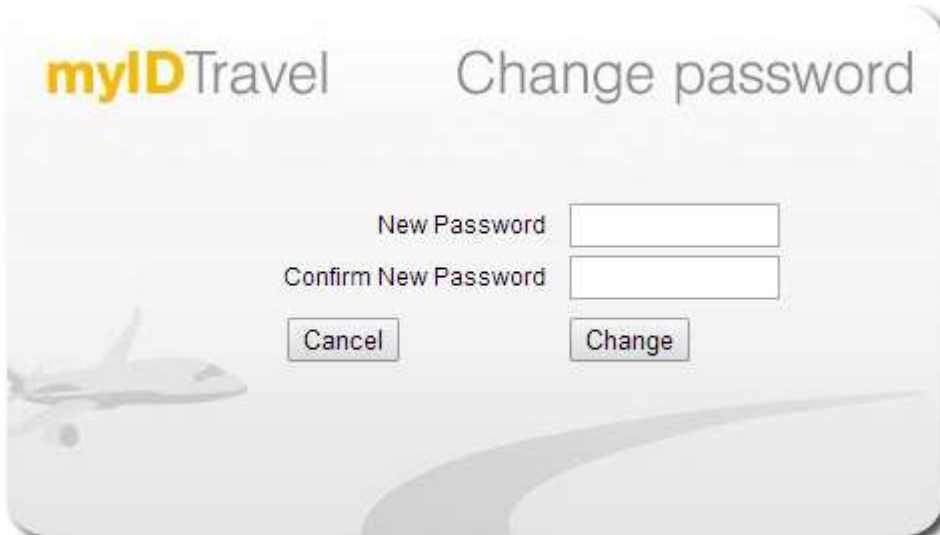
Hello: (your name as it appears in your Canadian North pass database record - should be proper name as appears on your passport)

Please use the following link to change your password:
https://www.myidtravel.com/myidtravel/start?action=password-token&form_passwordToken=NVRfXzk5NTEyNF9fREEzQ0U3MDkzMkVDNENDRDcxQjU%3D

Please note, that your link is only 2 hours valid.

You must change your password on first login.

After clicking on the link provided, you will be taken to a page to change your password as shown below:

The image shows a 'myIDTravel' 'Change password' dialog box. It has a light gray background with a faint image of an airplane. The title 'myIDTravel' is in orange and 'Change password' is in gray. There are two text input fields: 'New Password' and 'Confirm New Password'. Below these fields are two buttons: 'Cancel' and 'Change'.

Passwords must follow the guidelines below:

- Must be at least 8 characters long
- Must contain at least one uppercase and one lowercase letter
- Must contain at least one digit
- Must contain at least one special character, i.e. #, ?, @
- Must not contain obvious data, i.e. employee number, names, countries, weekdays, etc.
- Must be not contain simplified string , i.e. 12345, abcde.
- Must be case sensitive
- May not be reused for next 20 password changes.

Examples of acceptable passwords meeting the above criteria would be:

What2?do
Go4a#walk

Once you have entered and confirmed your password, you will be taken back to the Login page. Select "Canadian North" from the "Airline" dropdown menu, enter your six digit employee ID number and your password. Click the "Login" button.

At this time, Canadian North only permits leisure travel planning through this tool, so please ensure leisure button is selected.



The image shows the myIDTravel login interface. At the top left is the 'myIDTravel' logo, and at the top right is the word 'Login'. Below the logo is a faint background image of a polar bear. The login form includes a dropdown menu for 'Employing Airline' with 'Canadian North' selected. Below this are input fields for 'User' and 'Password'. There are two radio buttons for 'Travel mode': 'duty' and 'leisure', with 'leisure' being selected. A 'Login' button with a right-pointing arrow is located to the right of the radio buttons. At the bottom left, there is a link that says 'Register or lost password?'. At the bottom right, there is a link that says 'Legal notice / Disclaimer'.

Should you forget your password, you can follow the same process to request a new one. Simply click the "**Register or lost password?**" link on the myIDTravel login screen.

2. Access to myIDTravel:

All employees may utilize the myIDTravel system after one month of continuous employment for travel on Canadian North and after six months on other applicable airlines. Employees on any type of leave (parental, LOA, WCB, STD, LTD, etc.) with the exception of 17 weeks of maternity leave, will have access to Canadian North flights only and all your future listings on other airlines will be cancelled and refunded to the credit card used for the original listing. Open listings for terminated employees will be cancelled and refunded to the credit card used for the original listing. myIDTravel will confirm the cancellations/refunds by email.

2.1 Canadian North Email Account

All active employees receive a Canadian North email address when hired. The email address usually includes the employee's first initial and complete last name, i.e. asmith@canadiannorth.com. The myIDTravel registration email is sent to the Company email address.

If your Company email account has not been set-up, have your manager contact the IT Department.

3. Introduction to the myIDTravel Application

The myIDTravel application is designed to run on every web-enabled PC or Mac. It has successfully been tested to be compatible with Microsoft Internet Explorer, Google Chrome and Mozilla Firefox.

The screenshot shows the myIDTravel application interface. At the top, there's a header with the 'myIDTravel' logo and a background image of an airplane flying over a blue sky with clouds. Below the header is a navigation bar with links: 'Booking / Listing', 'Existing Tickets / Book or List for Flights', 'Fare Retrieval', 'Ticket Retrieval/Refund', 'ID Agreements', and 'Help'. On the right side of the navigation bar, it says 'Logged in as: Jane Doe-Staff [UP]' and has links for 'Change password' and 'Logout'. The main content area is titled 'Privacy Statement' and contains the following text: 'Your personal data will be collected, stored, processed and transmitted in adherence to applicable national and German law for servicing your booking request. This includes making available your personal data to the transporting carrier for processing the booking. Please also note that airlines may be legally bound to make passenger reservation and flight data available to the U.S. customs and border authorities. Except for the aforementioned purposes and recipients, we will not transfer your personal data to third parties.' At the bottom of the text, there are two buttons: 'Confirm' (with a checked checkbox) and 'Next'.

The first screen you will see is a **privacy statement** that informs you about the data processing that Lufthansa Systems is doing on behalf of Canadian North in order to give you the ability to use the myIDTravel system. Should you have any concerns regarding this statement, please contact interline@canadiannorth.com before proceeding.

The statement also requires the employee's acknowledgement that they have read, understand and agree to outlined travel policies and procedures.

If you agree to the statement, check the "**Confirm**" checkbox and click the "**Next**" button. You are now able to use the myIDTravel tool.

To access the main functions of myIDTravel, use the navigation bar in the upper area of the screen as shown below:



- **Booking/Listing** allows you to purchase standby tickets on other carriers and list for a specific flight.
- **Existing Tickets/Book or List for Flights** allows you to create a new listing with an existing e-ticket. (E-tickets remain valid for 90 days from date of issue.) ***You must have the e-ticket number.*** Original PNR must have been cancelled before new listing can be created with existing e-ticket.
- **PNR Retrieval** allows you to retrieve and make changes to an existing listing. ***You must have the PNR reference.*** Use this tab to cancel your PNR prior to requesting an e-ticket refund.
- **Ticket Retrieval/Refund** allows you to retrieve and refund an existing e-ticket. ***You must have the e-ticket number to retrieve the PNR.*** Here you can opt to refund a ticket (after first cancelling the PNR).
- **ID Agreements** contains a list of the rules and regulations for travel on other carriers. This includes ZED fare levels and designates eligibility. The information contained here is supplied by the transporting carrier.
- **Travel History** contains a record of all your travel listings including the PNR reference and e-ticket numbers.
- **My Stay** contains access to accommodation discounts.
- The **Help** link is enabled whenever explanatory text is available for the page you are currently viewing.

The right half of the navigation bar shows the currently logged-in user and allows you to change your password and log out of the application.

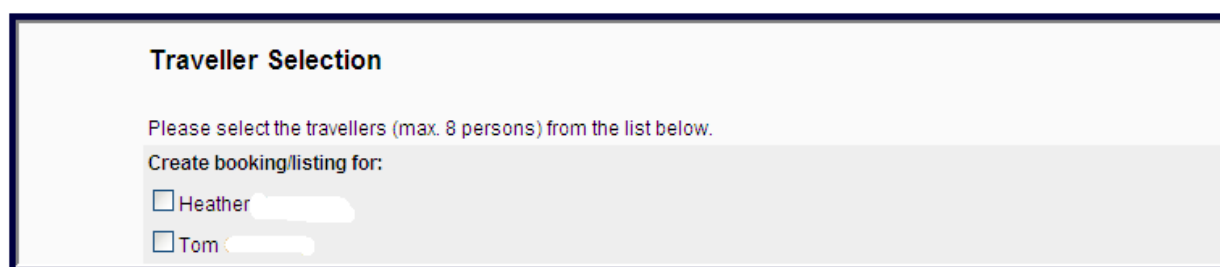
4. Creating a Listing

Throughout myIDTravel, the term “booking” and “listing” refers to standby (space available) listing for a flight.

To plan your trip, obtain your ticket and create a listing, click the **Booking/Listing** link in the navigation bar.

4.1 Traveller Selection

Once you are logged in, to leisure travel mode, the **Traveller Selection** screen (shown below) will be displayed. Select the individuals who will be travelling.



Traveller Selection

Please select the travellers (max. 8 persons) from the list below.

Create booking/listing for:

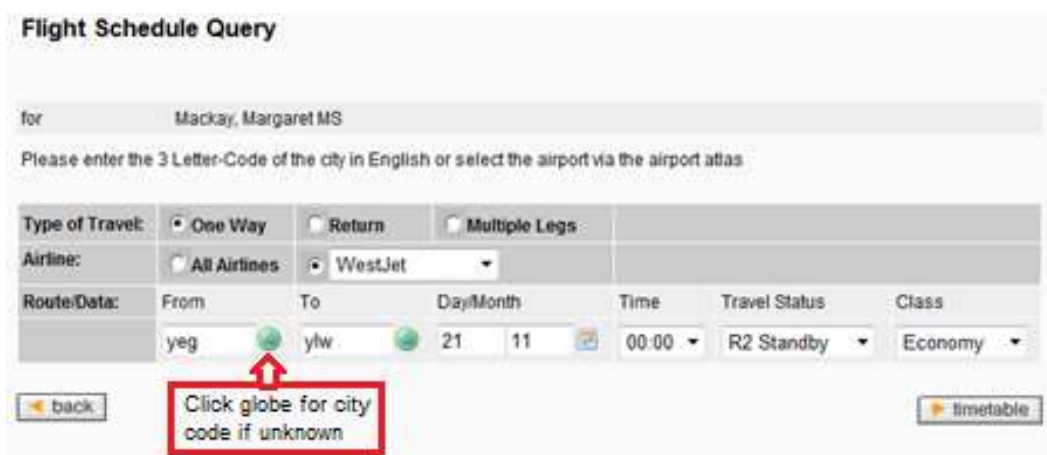
☐ Heather

☐ Tom

The **Traveller Selection** screen by default contains all persons eligible to travel according to your employee profile. Select all persons travelling (up to a maximum of eight) and click Next at bottom right-hand side of screen..

If you wish to make changes to your selections, click the **back** button at the bottom of the query screen and make a new selection on the **Traveller selection** screen.

4.2 Flight Schedule Query



Flight Schedule Query

for Mackay, Margaret MS

Please enter the 3 Letter-Code of the city in English or select the airport via the airport atlas

Type of Travel:	<input checked="" type="radio"/> One Way <input type="radio"/> Return <input type="radio"/> Multiple Legs		
Airline:	<input type="radio"/> All Airlines <input checked="" type="radio"/> WestJet		
Route/Data:	From	To	Day/Month
	yeg	ylw	21 11
			Time
			00:00
			Travel Status
			R2 Standby
			Class
			Economy

Click globe for city code if unknown

In the lower section of the page, please define your flight schedule query using the following input options before clicking the **timetable** button to display flights matching your search criteria.

The **Travel Status** will always be R2 Standby and **Class** will always be Economy.

4.3 Type of Travel

Selecting only one-way travel is highly recommended. It is important to note that if an itinerary is partially flown, refunds for the myIDTravel fee will not be given. As well, refunds of partially flown itineraries may take six to eight weeks to process as they are manually processed. Some airlines will NOT issue refunds and/or will not refund segments flown out of sequence (reference airline ID Agreement page for further information).

- **One-way** allows you to enter exactly one origin and one destination. Connecting flights require two coupons so the myIDTravel fee and taxes will be charged for each leg.
- **Return** will use the origin of the first flight as the destination of the second flight and vice-versa and will create a round-trip route with one destination.
- **Multiple legs** will extend the route rows to allow you to enter up to eight origin/destination pairs for your itinerary.
- **All Airlines** will provide information regarding all possible routing and airlines servicing your selected route/date and should not be used to create a listing.
**Note: Results from an All Airlines search may contain flights with routings ineligible for standby listing through myIDTravel. If a button does not appear in front of a route option, please select another flight.
- **Airline** will allow you to select specific airline routing and create a listing.
- **Route/Data**
 - **From** defines the origin of the flight. Please enter the three-letter airport code; if you do not know the airport code, click on the globe icon to show the airport atlas.
 - **To** defines the destination airport. Please enter the three-letter airport code; if you do not know the airport code, click on the globe icon to show the airport atlas.
 - Enter **day and month** into the respective fields or use the popup calendar to select a date. Please note that the day is entered in the first text field and the month into the second one.
 - Selecting a **time** (24-hour clock) should display flights departing at the specified time or later.
 - **Travel Status** will always read R2 standby as you are listing for standby travel.
 - **Class** represents class of service and will always read economy.

4.4 Flight Schedule Display

In certain cases, not all flights will have a radio button to select because:

- The flight is a code-share flight;
- The flight is operated by an airline that does not have an ID travel agreement with Canadian North;
- The passenger is not allowed to travel according to the ID travel agreement with the specified airline (e.g., not all airlines allow parents or DTC's to travel); or
- If a flight is not selectable for whatever reason, no radio button will be shown in front of the flight number.

Click on a flight number (or click on the blue "i" icon in the last column of the flight display in case a flight is not selectable) to get additional information about the respective flight and the reason why a flight is not selectable.

Flight Schedule Display

for Mackay, Margaret MS

Attention: Please observe the minimum connection time. An automatic verification is not possible.
If a radio button is not available, the flight cannot be selected. You may click on the flight number to see why a particular flight is not available. The reason will be listed under the "additional information section".

R2 Standby Economy for 21. Nov 2012
from EDMONTON INTERNATIONAL APT to KELOWNA

Tariff	Flight	Codeshare	Departure	at *	Arrival	at *	Duration	Listing	Aircraft Type	Ticket Type	Chance	
\$	WS181		YEG	11:25	YLV	11:36	1:11	Yes	738	etkt		
\$	WS197		YEG	18:00	YLV	18:11	1:11	Yes	73W	etkt		
\$	WS617		YEG	06:45	YLV	07:02	1:17	Yes	73W	etkt		
\$	WS144		YEG	21:00	YYC	21:48	2:32	Yes	738	etkt		
\$	WS587		YYC	22:30	YLV	22:32		Yes	73W	etkt		
\$	WS348		YEG	18:15	YYC	19:03	2:37	Yes	73W	etkt		
\$	WS399		YYC	19:50	YLV	19:52		Yes	73W	etkt		
	AC8145		YEG	13:00	YYC	13:52	2:42	Yes	DH3	etkt		
	AC8397		YYC	14:25	YLV	14:42		Yes	DH3	etkt		
	AC8175		YEG	16:30	YYC	17:15	2:42	Yes	CRJ	etkt		
	AC8399		YYC	17:55	YLV	18:12		Yes	DH3	etkt		

*all times are local.

No radio button indicates the flight is not available

Click for information

In the image above, all flights from Edmonton to Kelowna flown by Westjet can be selected by clicking the radio button in front of the flight number. All the Air Canada flights have no button displayed and therefore are not available.

To continue your listing, select a flight for each segment of your itinerary and click the **next** button.

*all times are local.

Tariff legend

\$ IDZL

\$\$ IDZM

\$\$\$ IDZH

Ticket Types

etkt electronic ticket

paper paper ticket

tkless ticketless




For further information please see the ID Agreements section.

◀ back

▶ next

4.5 Loads

Do NOT contact any airline for an indication of the load for your flight; utilize the myIDTravel platform for this information. For idea of flight loads, refer to the “Chance” column, the faces reflect the following information:

-  at least +9 seats available
-  at least +4 seats available
-  oversold, at least -1

Note: This is approximate, dependent on booking class and airline’s reservation system.

Selecting All Airlines may show different results than selecting a specific airline on Flight Schedule Query as myIDTravel and the specific airline may use different reservation systems.

Clicking on the flight number will also indicate the minimum number of seats available in the listing seat inventory.

Flight Schedule Display

forMackay, Margaret MS

Attention: Please observe the minimum connection time. An automatic verification is not possible.
If a radio button is not available, the flight cannot be selected. You may click on the flight number to see why a particular flight is not available.
The reason will be listed under the "additional information section".

R2 Standby Economy for 28 May 2014
from EDMONTON INTERNATIONAL APT to KELOWNA

Click on flight number
for minimum number
of seats available

Tariff	Flight	Codeshare / Operated by	Departure	at *	Arrival	at *	Duration	Listing	Aircraft	Type	Ticket Type	Chance
<input type="radio"/>	WS617		YEG	06:30	YLV	06:38	1:08	Yes	73W		etkt	
\$	<input type="radio"/>	WS181	YEG	12:30	YLV	12:38	1:08	Yes	73W		etkt	
\$	<input type="radio"/>	WS197	YEG	17:05	YLV	17:13	1:08	Yes	73W		etkt	

Note, the numbers shown for each of the inventories do NOT add up to the available number of open seats on the flight.

Flight Details

Flight Number	WS617
Airline	WestJet
Date	28 May 2014
Departure	06:30 from EDMONTON INTERNATIONAL APT
Arrival	06:38 at KELOWNA
Aircraft Type	73W
Seats available	Y7 E7 O7 V7 R7 B7 Q7 U7 L7 M7 P7 S7 G7 J7 X7 D7 A7 K4 W4 H7
Additional Information	

4.6 Shopping Basket

Your flight segment choices will be added to your **Shopping Basket**.

Shopping Basket

for Mackay, Margaret MS

Your current selection

Flight / Airline	Date	Departure	at *	Arrival	at *	Travel Status	Class	Status
WS617	01 May 2014	YEG	06:30	YLW	06:38	R2 Standby	Economy	listable

*all times are local.

[◀ back](#)

[▶ next](#)

To continue your listing, click **next**.

4.7 Fare information

On the **Fare Information** page, all applicable fares, government taxes and myIDTravel fees will be shown for the selected itinerary, separated by airline and passenger. All amounts highlighted in yellow will be charged to your credit card by the ticket-issuing airline in the currency stated.

Fare Information

for Mackay, Margaret MS

Your current selection

Flight / Airline	Date	Departure	at *	Arrival	at *	Travel Status	Class	Status
WS617	01 May 2014	YEG	06:30	YLW	06:38	R2 Standby	Economy	listable

*all times are local.

The following fare will be charged for your journey:

WestJet

YEG - YLW	Charging		Price information**	
Mackay, Margaret	currency	amount		
Total				
Total Fare	CAD	23.00		
Total Government taxes	CAD	35.40		
myIDTravel Fee	CAD	2.22		
Total WestJet	CAD	60.62	CAD	60.62

Grand Total: price information **

	CAD	60.62
--	-----	-------

Please notice: The ticket prices marked in yellow will be charged by the issuing carrier.

** Price information: The amount charged for your journey will be in the issuing carriers currency. The price information shown on this page is for your convenience only and non-binding.

back

next

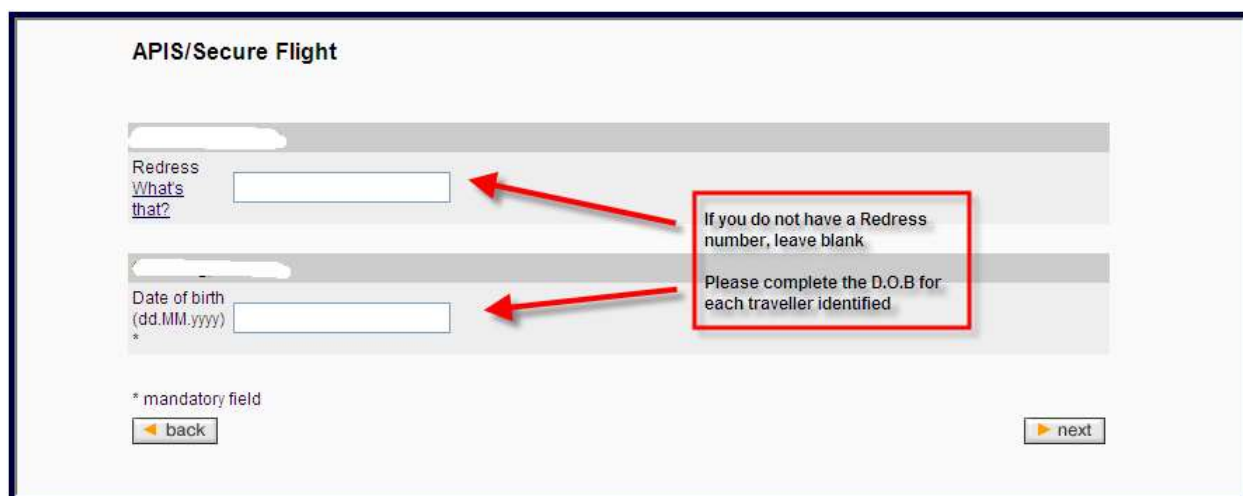
For your convenience, a currency conversion to Canadian dollars (CAD) is shown in the right column. Please note that the amount stated here is for information purposes only and may differ from the amount that is billed to your credit card.

Note: Breakdown of fare information may not be available after this point. If you want a breakdown of fare paid, record this information or copy this screen.

Click next.

If your itinerary includes international travel, you will see the following screen: **APIS/Secure Flight**.

The date of birth is mandatory for each traveler, while the redress section is not a mandatory field and can be left blank.



APIS/Secure Flight

Redress [What's that?](#)

Date of birth (dd.MM.yyyy) *

* mandatory field

[back](#) [next](#)

If you do not have a Redress number, leave blank

Please complete the D.O.B for each traveller identified

What is redress?

A definition of redress is available by clicking **What's that?** Leave the field blank if it does not apply to you.

Date of birth (D.O.B)

This is required to be completed for each traveler because this information is not provided to myIDTravel with your employee information.

4.8 Contact information

The **Contact and Payment Information** screen is pre-populated with your email information from your staff profile. You are required to provide at least one phone number and may change the email to another address if you prefer. Please double check all information on the page. Correct contact information will ensure the airlines can reach you if required.

Contact and Payment Information

for Mackay, Margaret MS

Booking

In order to be able to inform you of any changes, we require your private or office telephone number. Please insert or change your number prior to completion of the booking.

Phone number 1 403 503-2310

Phone number 2

Mobile number

Please fill in your e-mail address. Important: All ticket information will be sent to this e-mail address.

E-mail address mmackay@canadiannorth.com

Repeat E-mail address mmackay@canadiannorth.com

Purchase Information for West Jet

Please insert your credit card information. The ticket costs of 35.90 CAD will be charged on this card.

Please press the 'Verify' button after entering your credit card details, then scroll down and select 'Next' to continue.

Credit Card*	Card Number	Valid. Code	Valid until	
American Express			1 2012	verify

*) Please do not choose VISA if you have a VISA Electron card or vice versa as this might lead to ticketing errors. If your card type is not included in the dropdown list, it is not accepted by the airline.

Your current selection

Flight / Airline	Date	Departure	at *	Arrival	at *	Travel Status	Class	Status
WS617	21. Nov 2012	YEG	06:45	YLV	07:02	R2 Standby	Economy	listable

*all times are local.

Please note: This is the last step in the request process. When you click "next" on this page, you are confirming that all passenger information provided by you is valid and you will be liable for the cost and use of tickets purchased via your login account on this website. Applicable payment will be charged and you will receive a PNR and/or ticket number for travel. Please refer to the ID agreements for further information on the airline you have requested.

back

next

Once you have provided your credit card information, click the **verify** button to continue. You will receive a message that your credit card was successfully saved for the current listing (see image below). You may also edit the credit card information at this time.

Purchase Information for West Jet

Please insert your credit card information. The ticket costs of 35.90 CAD will be charged on this card.

The credit card was successfully saved for the current booking.

Credit Card*	Card Number	Valid. Code	Valid until	
American Express	xxxxxxxxxxxx009	xxxx	10x 200x	edit

Double check the itinerary summary. If no changes are required, click the **next** button to finish your listing. If you need to make a change, click the **back** button to return to the previous page.

4.9 Confirmation

After the listing is complete, you will see a confirmation screen with a summary of your itinerary as well as the listing reference code and the e-ticket number if issued by the transporting airline. If there is no booking reference, the listing failed and you will need to try again. Reference the Troubleshooting section for possible reasons for the failure.

A permanent record of each listing reference and e-ticket number is held in your Travel History.

Confirmation

for Mackay, Margaret MS

Ticket numbers:	838-2197783367							
Booking Reference:	DZBNDV							
Flight / Airline	Date	Departure	at *	Arrival	at *	Travel Status	Class	Status
WS310	01 May 2014	YLW	07:25	YEG	09:32	R2 Standby	Economy	listed

*all times are local.

WestJet				
YLW - YEG		Charging		Price information**
Mackay, Margaret		currency	amount	
Total				
Total Fare		CAD	23.00	
Total Government taxes		CAD	24.90	
myIDTravel Fee		CAD	2.22	
Total WestJet		CAD	50.12	CAD 50.12

Thank you for choosing WestJet.

Your listing has been completed by myIDTravel. Please review the details below prior to reporting to the airport.

Boarding policy

When there are two or more interline employees travelling on the same flight, the time of check-in at the station where you are boarding your flight will determine the onload/offload order.

Check-in

Within Canada: You may present yourself at our check in counters no more than 3 hours prior to flight time. Check in must be completed 60 minutes before scheduled departure times.

Transborder: You may present yourself at our check in counters no more than 3 hours prior to flight time. Check in must be completed 2 hours prior to scheduled departure time.

Dress code:

Business Casual – Jeans in good repair are acceptable.

Baggage:

It is a Transport Canada requirement for checked baggage to be transported with a guest on the same flight. The checked baggage must not depart on a flight prior to the guest. If you are bumped from a flight your baggage will be pulled

For size and weight limitations please see our website www.westjet.com for the most up to date information.

Please read the conditions of travel carefully as all airlines are different. For more complete information refer to each airline's information on flyzed.info.


4.10 Confirmation Email

A confirmation email with the subject line “myIDTravel Leisure Booking/Listing Confirmation” will be sent to your chosen email address.

The confirmation email will outline check-in procedures for each carrier. Please read it carefully.

5. PNR Retrieval - Used to Change or Cancel a Listing

To retrieve an existing booking to review, change or cancel, you may either select the **PNR Retrieval** option or the **Travel History** option from the navigation bar. Please reference the Travel History section below for more information on using this tool.



PNR Retrieval

Please enter booking reference and the passenger's last name.

Booking Reference Passenger Last Name

[next](#)

Enter your listing reference code (PNR) and the passenger's last name (optional).

PNR Retrieval

Please enter booking reference and the passenger's last name.

Booking Reference Passenger Last Name

[next](#)

Click **next** to retrieve the listing from the airline's reservation system and display it.

PNR Retrieval

for PTC ☐ Taxable dependent

Staff-ID subsidiary category

created by master user: 5T0001

Ticketnumbers: [838-2185560317](#)

Booking Reference	Flight / Airline	Date	Departure	at *	Arrival	at *	Travel Status	Class	Status
NFULOB	WS0617	21. Nov 2012	YEG	06:45	YLW	07:02	R2 Standby	Economy	listed

*all times are local.

Rebookings may only be made to the same destination and within the same reservation class.

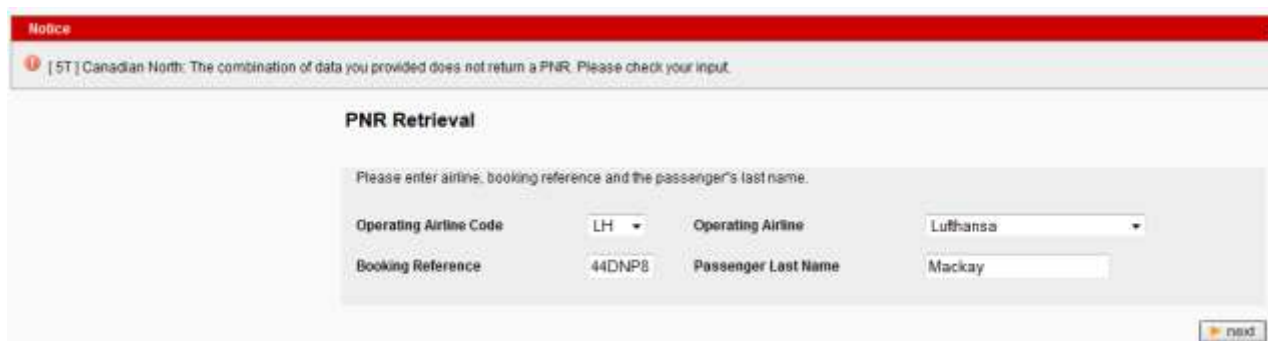
Please select the flight segment you wish to cancel. Please click the button "segment cancel".

Information regarding other airlines: Please inform yourself about existing embargos shortly before the start of travel.

[rebook segment](#)
[rebook all](#)
[cancel segment](#)
[cancel all](#)

Unused or open PNR's eventually purge from an airline's reservation system. Therefore, if you receive an error message similar to the example below when trying to access the PNR, it has probably purged from the reservation system or has been previously cancelled and is no longer available.

Open e-tickets are still available to relist for up to 90 days from date of purchase or you may cancel and refund the e-ticket for up to 365 days (refer to each airline's ID Agreement page for specific timelines). Access e-tickets through the **Existing Tickets/Book of List for Flights** tab, refer to point 6.1, or the **Travel History** tab, refer to point 9, for more information.



The screenshot shows a web interface for PNR Retrieval. At the top, a red banner contains the word "Notice". Below it, a message box with a red icon and the text "[5T] Canadian North: The combination of data you provided does not return a PNR. Please check your input." is displayed. The main section is titled "PNR Retrieval" and contains a form with the instruction "Please enter airline, booking reference and the passenger's last name." The form has four fields: "Operating Airline Code" with a dropdown menu showing "LH", "Operating Airline" with a dropdown menu showing "Lufthansa", "Booking Reference" with a text box containing "44DNP8", and "Passenger Last Name" with a text box containing "Mackay". A "next" button is located at the bottom right of the form.

6. Relisting One or More Segments on Existing PNR

Relisting with an existing e-ticket is only possible for flights on the same airline with the same origin and destination pair and within 90 days of the ticket is purchased.

Changing any flight attribute is only possible if you cancel the segment and book a new one.

To change a segment, mark the segment by selecting the respective radio button in the first column of the itinerary overview table then click the rebook segment button. Clicking the rebook all button allows you to change all of the segment's flights at once. Use this feature when you want to rebook two segments in a connecting flight.

Click on the radio button and then select options from the bottom menu - rebook or cancel.

PNR Retrieval

for **MACKAY, MARGARET MS** PTC **2EA** ☐ Taxable dependent
 Staff-ID **995124** subsidiary category
 created by master user: 5T0001

Ticketnumbers: **838-2185560317**
 Booking Reference: **NEULOB**

	Flight / Airline	Date	Departure	at *	Arrival	at *	Travel Status	Class	Status
<input type="checkbox"/>	WS0617	21. Nov 2012	YEG	06:45	YLW	07:02	R2 Standby	Economy	listed

*all times are local.

Rebookings may only be made to the same destination and within the same reservation class.

Please select the flight segment you wish to cancel. Please click the button "segment cancel".

Information regarding other airlines: Please inform yourself about existing embargos shortly before the start of travel.

Rebooking

for MACKAY, MARGARET MS

Ticket numbers: 838-2185560317

Booking Reference: NFULOB

Flight / Airline	Date	Departure	at *	Arrival	at *	Travel Status	Class	Status
WS0617	21. Nov 2012	YEG	06:45	YLW	07:02	R2 Standby	Economy	listed

*all times are local.

Please perform the changes

From	To	Day	Month	Time	Travel Status	Class
YEG	YLW	28	11	00:00	R2 Standby	Economy

back

next

Enter the new date for the segment and click the **next** button to choose new flights and complete the relisting.

Rebooking

for MACKAY, MARGARET MS

Ticket numbers: 838-2185560317

Booking Reference: NFULOB

Flight / Airline	Date	Departure	at *	Arrival	at *	Travel Status	Class	Status
WS0617	21. Nov 2012	YEG	06:45	YLW	07:02	R2 Standby	Economy	listed

*all times are local.

Please perform the changes

 R2 Standby Economy for 28. Nov 2012
 from EDMONTON INTERNATIONAL APT to KELOWNA

Tariff	Flight	Codeshare	Departure	at *	Arrival	at *	Duration	Listing	Aircraft Type	Ticket Type	Chance
\$	WS0617		YEG	06:45	YLW	07:02	1:17	Yes	73W	e0d	☹
\$	WS181		YEG	11:25	YLW	11:36	1:11	Yes	736	e0d	☹
\$	WS197		YEG	18:00	YLW	18:11	1:11	Yes	73W	e0d	☹

*all times are local.

Tariff legend

\$	IDZL
\$	IDZM
\$	IDZH

Ticket Types

etkt	electronic ticket
paper	paper ticket
tkless	ticketless

For further information please see the ID Agreements section.

back

next

Select the flight you would like and click **next**.

You will then be asked to confirm the relisting.

Please confirm the rebooking

for MACKAY, MARGARET MS

Booking Reference:	NEULOB							
Flight / Airline	Date	Departure	at *	Arrival	at *	Travel Status	Class	Status
WS617	28. Nov 2012	YEG	06:45	YLW	07:02	R2 Standby	Economy	listed

*all times are local.

Information regarding other airlines: Please inform yourself about existing embargos shortly before the start of travel.

Click on rebook now and you will receive an email confirming the new listing (see image below).

Confirmation

for MACKAY, MARGARET MS

Booking Reference:	NEULOB							
Flight / Airline	Date	Departure	at *	Arrival	at *	Travel Status	Class	Status
WS617	28. Nov 2012	YEG	06:45	YLW	07:02	R2 Standby	Economy	listed

*all times are local.

Thank you for choosing WestJet.
Your flight has been relisted by myIDTravel. Please review the details below prior to reporting to the airport.

Boarding policy
 When there are two or more interline employees travelling on the same flight, the time of check-in at the station where you are boarding your flight will determine the onload/offload order.

Check-in
Within Canada: You may present yourself at our check in counters no more than 3 hours prior to flight time. Check in must be completed 60 minutes before scheduled departure times.
Transborder: You may present yourself at our check in counters no more than 3 hours prior to flight time. Check in must be completed 2 hours prior to scheduled departure time.

Dress code:
 Business Casual – Jeans in good repair are acceptable.

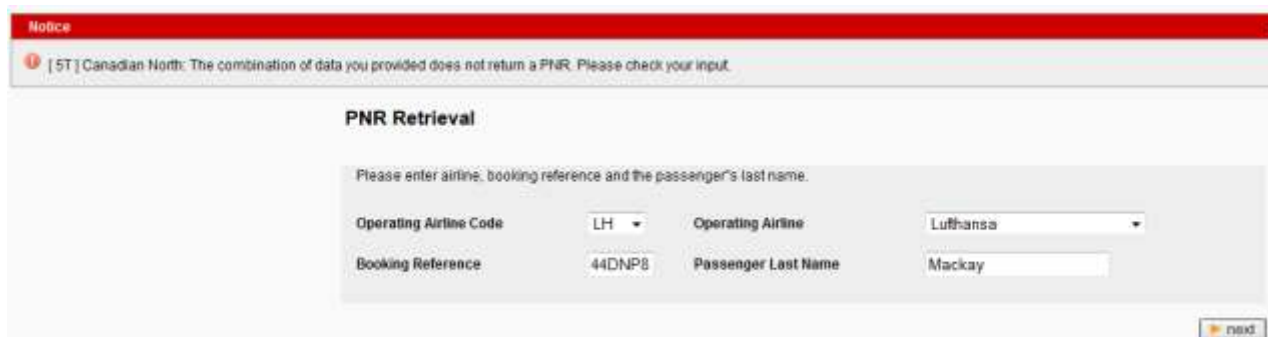
Baggage:
 Please see our website www.westjet.com for the most up to date information.
 It is a Transport Canada requirement for checked baggage to be transported with a guest on the same flight. The checked baggage must not depart on a flight prior to the guest. If you are bumped from a flight your baggage will be pulled.

Please mark the baggage you are checking in with your name and address.

We recommend that you print this page or write down the booking reference.

Unused or open PNR's eventually purge from an airline's reservation system. Therefore, if you receive an error message similar to the example below when trying to access the PNR, it has probably purged from the reservation system or has been previously cancelled and is no longer available.

Open e-tickets are still available to relist for up to 90 days from date of purchase or you may cancel and refund the e-ticket for up to 365 days (refer to each airline's ID Agreement page for specific timelines). Access e-tickets through the **Existing Tickets/Book of List for Flights** tab, refer to point 6.1, or the **Travel History** tab, refer to point 9, for more information.



The screenshot shows a web interface for PNR Retrieval. At the top, a red banner contains the word "Notice". Below it, a message box with a red icon and the text "[5T] Canadian North: The combination of data you provided does not return a PNR. Please check your input." is displayed. The main section is titled "PNR Retrieval" and contains a form with the instruction "Please enter airline, booking reference and the passenger's last name." The form has four fields: "Operating Airline Code" with a dropdown menu showing "LH", "Operating Airline" with a dropdown menu showing "Lufthansa", "Booking Reference" with a text input showing "44DNP8", and "Passenger Last Name" with a text input showing "Mackay". A "next" button is located at the bottom right of the form.

6.1 Relisting with Existing E-ticket

Relisting with an existing unused e-ticket is only possible for flights on the same airline with the same origin and destination pair and within 90 days of ticket purchase. Changing any flight attribute is only possible if you cancel the segment and book a new one.

A new listing may be created by clicking on **Existing Tickets/Book or List for Flights** or **Ticket Retrieval/Refund** on the navigation bar and typing the existing e-ticket number in the ticket number field and selecting **next**. You may also retrieve an e-ticket in your **Travel History**.



Retrieve a Ticket

Please enter the ticket number (13 digits only i.e. XXX-XXXXXXXXXX) and the passenger's name.

Ticket number

Passenger Last Name

Select create listing.

Ticket Retrieval

for Mackay, Margaret MS

The following booking references are known for this ticket: [ECZLTI](#)

Ticket number:		838-2186200982			
Cpn-No.	from	to	Class	Status	Coupon-Status
1	YEG	YLW	Economy	Standby	open

[◀ back](#)

[▶ create listing](#)

[▶ refund](#)

You have the opportunity to **add** or **remove** existing e-tickets to the new listing and/or select **next**.

Ticket Input

Please enter a valid Paper or Electronic Ticket Number. If the airline that you are trying to book/list on requires an electronic ticket from your airline, you may not be able to proceed with the listing if the electronic ticket cannot be retrieved in the airlines system.

Please specify the name of the traveller in the format printed on the ticket.

multiple travellers please use the add button to enter additional ticket numbers.

Please keep in mind that the ticket routings and validities need to match.

Ticket number	<input type="text" value="838-2186200982"/>	Passenger Last Name	<input type="text" value="Mackay"/>
<input type="button" value="▶ add"/> <input type="button" value="▶ remove"/>			
<input type="button" value="◀ back"/>		<input type="button" value="▶ next"/>	

A traveler confirmation screen is displayed, select **next** or **back** to select a different e-ticket.

Traveller Input

Employee	<input type="text" value="Mackay, Margaret MS"/>	Staff-ID	<input type="text" value="995124"/>	Date of employ. (MM/dd/yyyy)	<input type="text" value="06/24/1987"/>
-----------------	--	-----------------	-------------------------------------	-------------------------------------	---

Ticket number:						
838-2186200982	Gender*	<input type="text" value="F"/>	Last name*	<input type="text" value="Mackay"/>	First name*	<input type="text" value="Margaret"/>
			Middle name	<input type="text"/>	Date of birth (MM/dd/yyyy)**	<input type="text"/>

* Mandatory field


** Mandatory for travelling children only

<input type="button" value="◀ back"/>	<input type="button" value="▶ next"/>
---------------------------------------	---------------------------------------

Enter desired travel date and select **next**.

Create listing for an existing ticket

Please select the coupons and date for which you want to create a new listing

	Airline	From	To	Day/Month	Time	Travel Status	Class
<input checked="" type="checkbox"/>	WS	YEG	YLW	16 12 	00:00 ▾	R2 Standby	Economy

Select flight and **next**.

Flight Schedule Display

for Mackay, Margaret MS

Ticketnumbers: 838-2186200982

Attention: Please observe the minimum connection time. An automatic verification is not possible.
 If a radio button is not available, the flight cannot be selected. You may click on the flight number to see why a particular flight is not available. The reason will be listed under the "additional information section".

R2 Standby Economy for 16. Dec 2012 from EDMONTON INTERNATIONAL APT to KELOWNA											
	Flight	Codeshare / Operated by	Departure	at *	Arrival	at *	Duration	Listing	Aircraft Type	Chance	
<input type="radio"/>	WS617		YEG	06:45	YLW	07:03	1:18	Yes	73W		
<input checked="" type="radio"/>	WS181		YEG	11:25	YLW	11:36	1:11	Yes	736		
<input type="radio"/>	WS197		YEG	18:00	YLW	18:11	1:11	Yes	73W		

*all times are local.

A confirmation of your selection will appear, select **next**.

Shopping Basket

for Mackay, Margaret MS

Ticketnumbers: 838-2186200982

Your current selection								
Flight / Airline	Date	Departure	at *	Arrival	at *	Travel Status	Class	Status
WS181	16. Dec 2012	YEG	11:25	YLW	11:36	R2 Standby	Economy	listable

*all times are local.

The contact verification page appears, enter your **phone number**, change your **email address** if applicable and select **next**.

Contact Information

for Mackay, Margaret MS

Ticketnumbers: 838-2186200982

Booking

In order to be able to inform you of any changes, we require your private or office telephone number. Please insert or change your number prior to completion of the booking.

Phone number 1

Phone number 2

Mobile number

Please fill in your e-mail address. **Important: All ticket information will be sent to this e-mail address.**

E-mail address

Repeat E-mail address

Your current selection

Flight / Airline	Date	Departure	at *	Arrival	at *	Travel Status	Class	Status
WS181	16. Dec 2012	YEG	11:25	YLW	11:36	R2 Standby	Economy	listable

*all times are local.

Please note: This is the last step in the request process. When you click "next" on this page, you are confirming that all passenger information provided by you is valid and you will be liable for the use. You will receive a PNR for travel on the next screen. Please refer to the ID agreements for further information on the airline you have requested.

[◀ back](#)

[▶ next](#)

A confirmation page will appear and a confirmation email will be sent to your email address. It is strongly recommended to make note of the PNR reference and e-ticket number prior to closing this window. You may also retrieve the PNR reference and e-ticket number through **Travel History** on the navigation bar.

Confirmation

for Mackay, Margaret MS

Ticketnumbers:	838-2186200982							
Booking Reference:	ZCJHWH							
Flight / Airline	Date	Departure	at *	Arrival	at *	Travel Status	Class	Status
WS181	16. Dec 2012	YEG	11:25	YLW	11:36	R2 Standby	Economy	listed

*all times are local.

Thank you for choosing WestJet.

Your listing has been completed by myIDTravel. Please review the details below prior to reporting to the airport.

Boarding policy

When there are two or more interline employees travelling on the same flight, the time of check-in at the station where you are boarding your flight will determine the onload/offload order.

Check-in

Within Canada: You may present yourself at our check in counters no more than 3 hours prior to flight time. Check in must be completed 60 minutes before scheduled departure times.

Transborder: You may present yourself at our check in counters no more than 3 hours prior to flight time. Check in must be completed 2 hours prior to scheduled departure time.

Dress code:

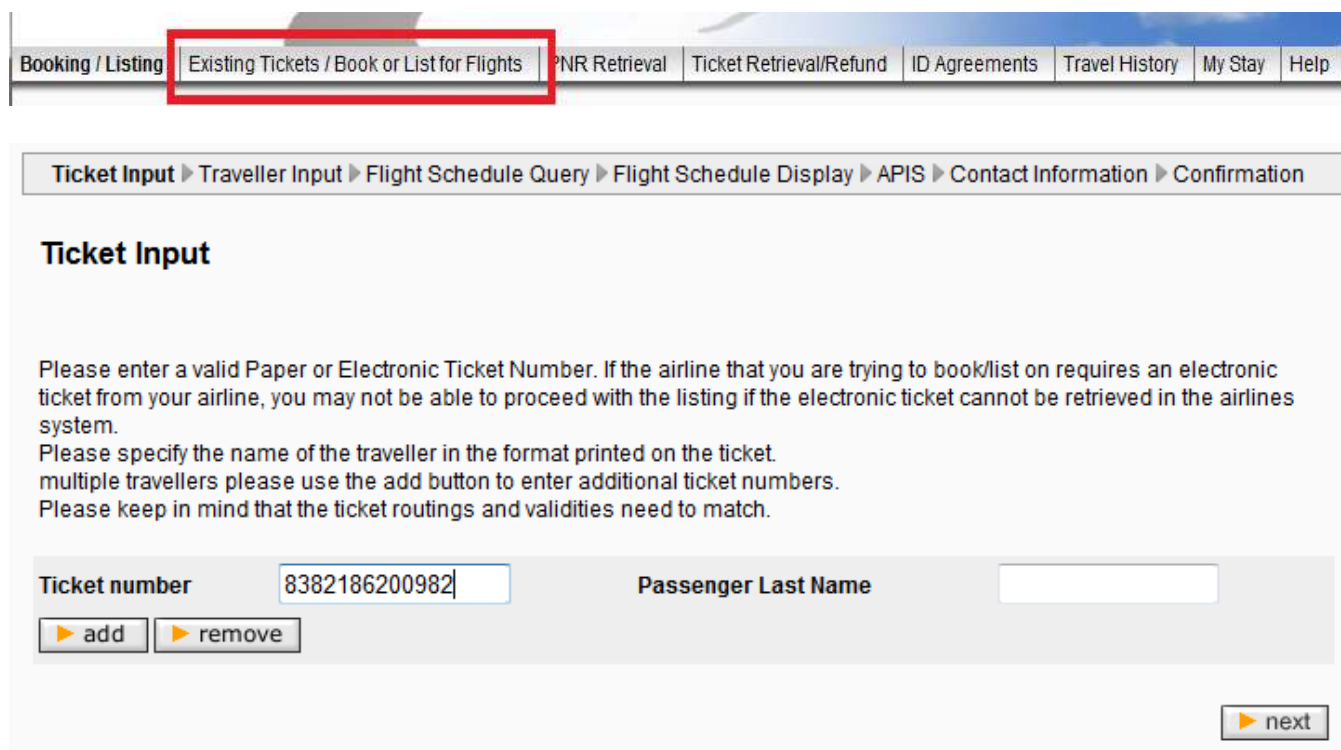
Business Casual – Jeans in good repair are acceptable.

Baggage:

****It is a Transport Canada requirement for checked baggage to be transported with a guest on the same flight. The checked baggage must not depart on a flight prior to the guest. If you are bumped from a flight your baggage will be pulled****

For size and weight limitations please see our website www.westjet.com for the most up to date information.

If you select **Existing Tickets/Book or List for Flights** on the navigation bar, the following screen appears. Enter the e-ticket number and select **next**.



Booking / Listing | **Existing Tickets / Book or List for Flights** | PNR Retrieval | Ticket Retrieval/Refund | ID Agreements | Travel History | My Stay | Help

Ticket Input > Traveller Input > Flight Schedule Query > Flight Schedule Display > APIS > Contact Information > Confirmation

Ticket Input

Please enter a valid Paper or Electronic Ticket Number. If the airline that you are trying to book/list on requires an electronic ticket from your airline, you may not be able to proceed with the listing if the electronic ticket cannot be retrieved in the airlines system.
Please specify the name of the traveller in the format printed on the ticket.
multiple travellers please use the add button to enter additional ticket numbers.
Please keep in mind that the ticket routings and validities need to match.

Ticket number Passenger Last Name

The Traveller Input window will appear and the steps are the same as noted in this section above.

7. Cancelling One or More Segments

Cancelling a single segment or the complete itinerary can be achieved by clicking either the **cancel segment** or **cancel all** button on the **PNR Retrieval** screen. You will get an alert (see below) to ensure this is what you would like to do.

PNR Retrieval

for: MACKAY, MARGARET MS PTC: ZEA ☐ Taxable dependent

Staff-ID: 995124 subsidiary category:

created by master user: 5T0001

Ticketnumbers: 838-2185560317

Booking Reference: **NR3UL09**

	Flight / Airline	Date	Departure	at *	Arrival	at *	Travel Status	Class	Status
1	WS0617	28. Nov 2012	YEG	06:45	YLV	07:02	R2 Standby	Economy	listed

*all times are local.

Rebookings may only be made to the same destination and within the same reservation class.

Please select the flight segment you wish to cancel. Please click the button "segment cancel".

Information regarding other airlines: Please inform yourself about existing embargos shortly before the start of travel.

Message from webpage

Are you sure you want to cancel the selected flights?

OK Cancel

Click **OK** if you wish to cancel this listing. Once you click **OK**, the following screen will appear, showing that your listing has been cancelled.

PNR Retrieval

for MACKAY, MARGARET MS
 created by master user: 5T0001

Ticket numbers: **838-2185560317**
 Booking Reference: **MFJLOB**

Flight / Airline	Date	Departure	at *	Arrival	at *	Travel States	Class	Status
WS0617	28 Nov 2012	YEG	06:45	YLV	07:02	R2 Standby	Economy	Cancelled

*all times are local.

Your reservation has been cancelled. If you have cancelled the entire itinerary your refund should be processed onto your credit card within 3-5 business days. Partial refunds will be completed within 30 days of submission.


Information regarding other airlines: Please inform yourself about existing embargos shortly before the start of travel.

If you would like a **refund** for your listing, you must now retrieve and refund your ticket as outlined in the next sections. Simply cancelling the listing will not generate a refund.

Unused or open PNR's eventually purge from an airline's reservation system. Therefore, if you receive an error message similar to the example below when trying to access the PNR, it has probably purged from the reservation system or has been previously cancelled and is no longer available.

Open e-tickets are still available to relist for up to 90 days from date of purchase or you may cancel and refund the e-ticket for up to 365 days (refer to each airline's ID Agreement page for specific timelines). Access e-tickets through the **Existing Tickets/Book of List for Flights** tab, refer to point 6.1, or the **Travel History** tab, refer to point 9, for more information.


Notice

 [5T] Canadian North: The combination of data you provided does not return a PNR. Please check your input.

PNR Retrieval

Please enter airline, booking reference and the passenger's last name.

Operating Airline Code	LH	Operating Airline	Lufthansa
Booking Reference	44DNP8	Passenger Last Name	Mackay



8. Refund Process

Refunds may be processed on any e-ticket with an "open" status. To initiate a refund, click on the **Ticket Retrieval** button and enter your e-ticket number. The following screen will appear.

Ticket Retrieval

for MACKAY, MARGARET MS

The following booking references are known for this ticket: [NFUL08](#)

Ticket number:	838-2185560317					
Cpn-No.	from	to	Class	Status	Coupon-Status	
1	YEG	YLW	Economy	Standby	open	

Click on the refund button and the following screen will appear.

Please confirm the ticket refund

for MACKAY, MARGARET MS

Ticket number:	838-2185560317					
Cpn-No.	from	to	Class	Status	Coupon-Status	
1	YEG	YLW	Economy	Standby	open	

Please notice: Refunds will be triggered by myIDTravel and performed by the ticketing carrier. myIDTravel will trigger a refund of all open segments.

E-mail address:

Contact information for refunds of WS tickets:

Duty travel

Leisure travel Refunds on fully cancelled itineraries will appear on your credit card within 3-5 business days. Refunds on partially-flown itineraries will be processed within 30 days of cancellation. If you need further assistance please contact myidtravel@westjet.com with your Airline and employee number.

For further information please refer to WS in the ID Agreements section.

If you click "refund now" the refund will be triggered:

You will then be prompted to confirm your refund. Click the refund now button.

A confirmation of your refund will appear. A confirmation email will also be sent to your email address.

Refund Confirmation

for **MACKAY, MARGARET MS**

Refund for ticket 838-2185560317 has been requested.

Please note that the refund will be performed by the ticketing carrier. This might take some time.

If you have any questions concerning your refund please contact the ticketing carrier. For contact information please see the ID Agreements section.

Please note that depending on the ticketing airline and its ticketing system, it may take a while for the refund to be processed. Fares and taxes for unused segments will be transferred by the ticketing airline back to the credit card account used during the listing process. You will not receive an email notification that your refund has been processed.

Refunds will not be issued for the myIDTravel fee for any ticket if travel on one or more of the segments ticketed has been completed.

Generally, refunds are automatic for fully unused e-tickets. Partially used tickets are manually refunded which may take months.

9. Travel History

Clicking **Travel History** will allow you to view all tickets purchased through myIDTravel. Coupon status (open or flown, for example) will be shown and you'll be able to refund unused coupons.

Booking / Listing	Existing Tickets / Book or List for Flights	PNR Retrieval	Ticket Retrieval/Refund	ID Agreements	Travel History	My Stay	Help
-----------------------------------	---	-------------------------------	---	-------------------------------	---------------------------------------	-------------------------	----------------------

You may click on any PNR or e-ticket to determine status of listing.

Travel History Display

						< 1 2 3	
Booking Code	Travel Date	Departure	Arrival	Passenger Name	Ticket Number		
ECZLTI	15. Dec 2012	YEG	YLW	Mackay, Margaret MS	838-2186200982		
E778373	11. Dec 2012	LAS	BLI	Mackay, Margaret MS			
HWJJTM	28. Nov 2012	YEG	YLW	Mackay, Margaret MS	838-2185559725		
NFULOB	28. Nov 2012	YEG	YLW	Mackay, Margaret MS	838-2185560317		
JMIATN	27. Nov 2012	LAS	YYC	Mackay, Margaret MS	838-2185732184		
4S3XYE	24. Nov 2012	KEF	JFK	Mackay, Margaret MS			
GTJJHO	22. Nov 2012	YEG	YLW	Mackay, Margaret MS	838-2185535657		
MFTWQL	16. Nov 2012	YVQ	YZF	Mackay, Margaret MS	245-2103866440		
NIASTP	16. Nov 2012	YEG	YZF	Mackay, Margaret MS	518-2164355085		
IIPDHJ	16. Nov 2012	YEG	YZF	Mackay, Margaret MS	518-2164354675		
LNIJTJ	16. Nov 2012	YEG	YLW	Mackay, Margaret MS	838-2185592387		
OWLWWZ	15. Nov 2012	YOW	YFB	Mackay, Margaret MS	245-2103866527		

If a PNR has not been used and has not purged from the airline's reservation system, you may relist, cancel and/or refund it. If the PNR has purged, click on the e-ticket number to relist, cancel and/or refund.

PNR Retrieval

for	Mackay, Margaret MS								
Booking Reference:	LCZNVW								
	Flight / Airline	Date	Departure	at *	Arrival	at *	Travel Status	Class	Status
<input type="radio"/>	unused		ATL		MCO		R2 Standby	Economy	listed

*all times are local.

Rebookings may only be made to the same destination and within the same reservation class.

Please select the flight segment you wish to cancel . Please click the button "segment cancel".

Information regarding other airlines: Please inform yourself about existing embargos shortly before the start of travel.

If an e-ticket has been refunded, you will receive notification similar to that below:

Ticket Retrieval

for

Mackay, Margaret MS

The following booking references are known for this ticket: [74ANEL](#) [72V485](#)

Ticket number:		117-2396025798			
Cpn-No.	from	to	Class	Status	Coupon-Status
1	TRF	CPH	Economy	Standby	refunded

◀ back

10. Guest Travel (Travel Partners)

On myIDTravel, guest passes are referred to as Travel Partners. Each eligible part- and full-time employee with six months' continuous service may find their travel partner allotment by clicking the "Booking/Listing" tab under Allotments. This allotment adjusts automatically each time the employee creates a ticket for a travel partner. If the listing for the travel partner is cancelled and refunded, the allotment will reflect this change.

Allotments :

Travel Partner 2013

12

Under the list of eligible persons in each employee's profile are fields to complete to create listings for travel partners, example below.

<input type="checkbox"/> Travel partner	<input checked="" type="radio"/> Mr.	<input type="radio"/> Ms.	<input type="radio"/> Child (up to 12 years)
First name	<input type="text"/>		
Last name	<input type="text"/>		
Birth date of child (dd.mm.yyyy)	<input type="text"/>		
<input type="checkbox"/> Travel partner	<input checked="" type="radio"/> Mr.	<input type="radio"/> Ms.	<input type="radio"/> Child (up to 12 years)
First name	<input type="text"/>		
Last name	<input type="text"/>		
Birth date of child (dd.mm.yyyy)	<input type="text"/>		

Arrange for travel partner travel by checking the "Travel partner", completing the fields and then proceeding with the listing. The proper first name of the passenger must be entered.

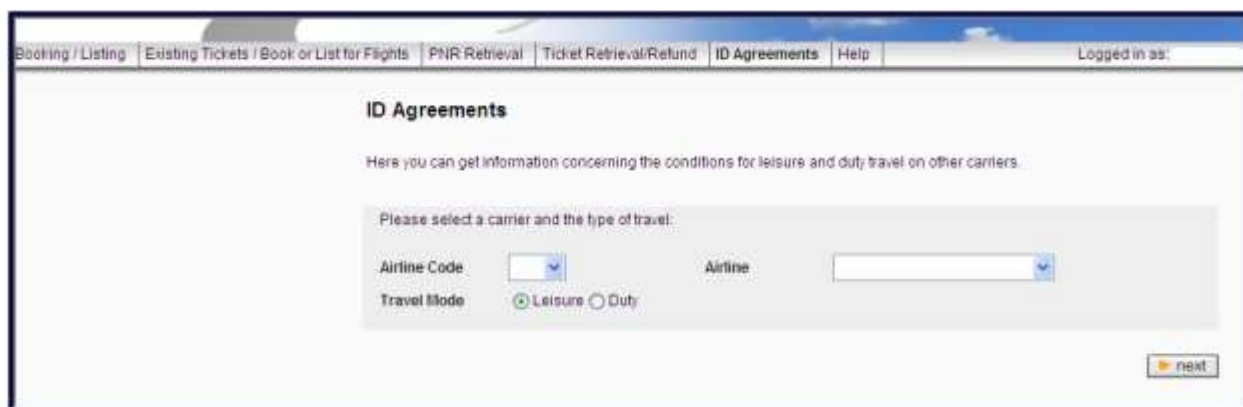
The system is defaulted to allow a PNR listing to be created for only two people at one time. If you have more than two travel partners' traveling, you will need to create one listing and then the next listing.

If a child between the ages of two and twelve is one of the travel partners, complete the birth date field. If a child between the ages of 0 and 2 is travelling, they do not require a travel partner pass. The counter will handle the infant at check-in. myIDTravel will enter a general booking error at the payment stage if infants are included in the listing.

Note, passes allocated for use in any given year, must be used in that year. Unused travel partner passes expire at midnight on December 31 and a new allotment commences on January 1.

11. Displaying Agreements with Other Airlines

To get an overview of the ID travel agreements that Canadian North has with other airlines, click the **ID Agreements** link in the navigation bar.



Select the **airline** you want to travel with from the dropdown menu and choose to see the **leisure** travel agreement. Click the **next** button to show the agreement. Below is an example of the information you'll see about leisure travel on a partner airline.



ID Agreement for leisure travel with WestJet (WS)

This ID agreement is valid from 07 Nov 2012 until 01 Jan 2049

Info

****If you experienced issues with retrieving your PNR's please email myidtravel@westjet.com. We will process your refund manually the next business day. Please ensure to include the following information in your email -**

PNR:
 Passenger Name:
 Employing Airline and Employee Number:
 Contact email:

****If you do not receive a ticket number at time of booking please log onto www.virtuallythere.com and enter your PNR number. You will then be provided with ticket information.**

Flight listing policy and procedures:

Listing will be completed through myIDTravel. If you are bumped from a flight you may be asked to rebook via myIDTravel, please see a WestJet representative at the airport.

Flights excluded:

All Code-shares and Charter flights.
 Flight Numbers excluded:
 WS 5000 - 5099
 WS 5100 - 5499
 WS 9500 - 9999

Boarding policy

When there are two or more interline employees travelling on the same flight, the time of check-in at the station where you are boarding your flight will determine the onload/offload order.

Check-in times

Within Canada - You may present yourself at our check in counters no more than 3 hours prior to flight time. Check in must be completed 60 minutes before scheduled departure times.

Any Transborder - You may present yourself at our check in counters no more than 3 hours prior to flight time. Check in must be completed 2 hours prior to scheduled departure time.

Dress code

Business Casual - Jeans in good repair are acceptable.

Traveling with an Infant?

****Lap Held infants cannot be processed via myIDTravel at this time.** If you are traveling with an infant WS asks that you email myidtravel@westjet.com with the following details at least **5 days prior to your intended travel date**. We will add the infant to your existing itinerary and email the updated PNR to you. International taxes are applicable for infant tickets.

WS PNR:
 WS Ticket Number:
 Intended Date of Travel:
 Infant's full Name:
 Infant Date of Birth (eg 01 Jan 11):

Infants traveling on last-minute bookings can be ticketed at the airport if required.

Infant safety seats

If you wish to use an infant seat you will be required to purchase a child ticket as they will require a seat. Please contact your employing carrier to see if this is possible.

Unaccompanied minors

WestJet does not transport Unaccompanied minors.

Special Service Requests

Please send an email to myidtravel@westjet.com for special requests including wheelchair assistance.

Baggage

Please see our website for the most up to date information:

<http://www.westjet.com/quest/en/travel/basics/baggage/index.shtml>

It is a Transport Canada requirement for checked baggage to be transported with a guest on the same flight. The checked baggage must not depart on a flight prior to the guest. If you are bumped from a flight your baggage will be pulled.

Checked baggage exceeding the weight, size and/or number of pieces per guest are subject to fees as well as space and weight availability for transport.

Checked Baggage Dimensions:

Each guest is permitted to check one piece of baggage at no charge providing the items meet the following size and weight allowances:

- Maximum dimension: 157 cm (62") total combined dimension (length + width + height)
- Maximum weight: 23 kgs (50 lbs) per

Carry On Baggage:

TWO* free items of carry-on baggage are permitted per fare-paying customer.

12. Changing your Password

Your password can be changed at any time by clicking the **Change password** link in the navigation bar. If you try your password four or more times unsuccessfully, your account will be locked and you'll need to change your password to access it by reregistering, refer to point 1 for more information.



13. Ticket Validity

Tickets are valid for 90 days from date of issue. If a change is necessary past the expiration date of the ticket, please cancel your existing listing and create a new one. Note, you must have your e-ticket number to refund the ticket.

Refunds must be initiated within 365 days of the ticket's issue date unless otherwise specified by an airline, refer to each airline's ID Agreement page for more information.

14. Troubleshooting

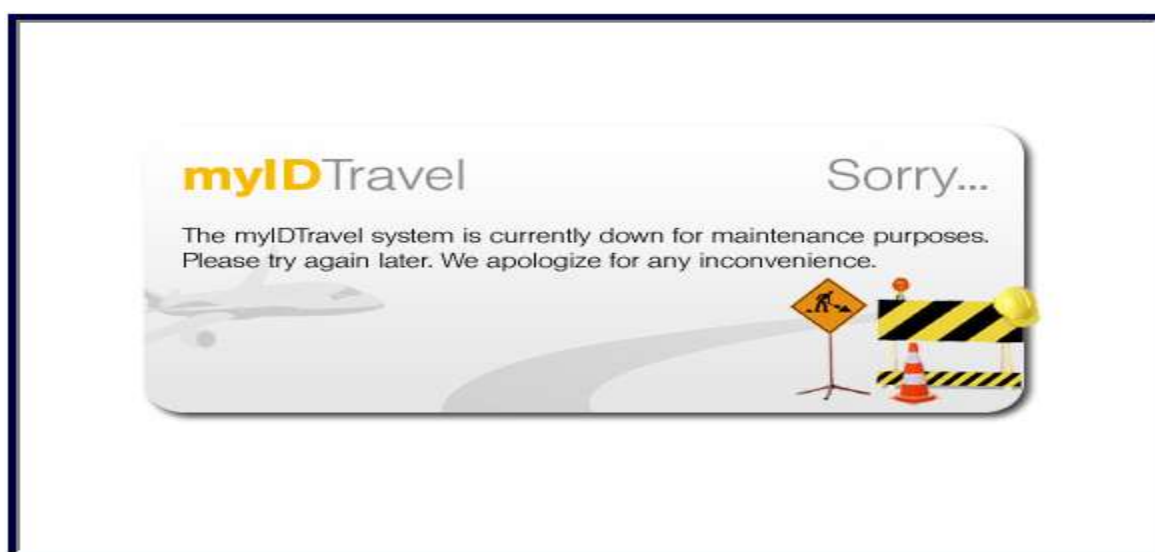
Solutions to common problems:

Browser	Use common Internet Browser, e.g. Explorer, Chrome or Firefox.
Duplicate Names Error Message	Sabre issue with child listings. As children -16 years of age, MUST travel with an adult, if both children traveling with same adult, create two listings with an adult's name and cancel/refund any unused ticket(s).
E-ticket reference lost	Obtain from Travel History.
Itinerary Reference lost	Obtain from Travel History.
No E-ticket	<ul style="list-style-type: none"> - All airlines do not issue e-tickets. Check ID Agreements in myIDTravel or airline page on Intranet for more information. - If airline issues e-tickets, process has failed and no listing has been made. May be due to payment method, e.g. debit cards not valid form of payment, not enough funds on pre-pay credit card.
No Itinerary Reference	Process has failed and no listing has been made. May be due to payment method, i.e. debit cards not valid form of payment, not enough funds on pre-pay credit card.
No Refund	<ul style="list-style-type: none"> - Cancel and refund ticket. - Partially used tickets manually refunded which may take months. - E-tickets and itinerary references stored in Travel History
Other Airline Listing disabled	If active or retired employee, contact interline@canadiannorth.com to enable.
Paper Ticket	Go back to flight selection and select specific airline and then proceed to ticketing.
Password Doesn't Work or Forgotten	Re-register.
PNR Error Message	If you cannot access an unused PNR, it has either been cancelled previously or purged from the airline's reservation system and is no longer available. The e-ticket may then be accessed directly via Travel History to relist or refund.
URL Error Message	Indicates problem with the link. Try clearing browser history. You may want to change settings to permanently clear browser history to avoid this problem from reoccurring.
User Field on Login	Enter full employee number.

15. Support

Should you have any questions that this manual does not answer, please refer to the online help pages within myIDTravel. If questions still remain, please send a detailed email to interline@canadiannorth.com.

If myIDTravel is not available for any reason you will receive the following message. Try to access the tool again in a few minutes.



If you have entered incorrect information into the system, an error message will appear in the top left corner of your screen (see below for an example). If you require further information, refer to the Troubleshooting section in this user guide or the Tips & Issues link in the Pass Travel Information section on the Intranet. If you still cannot determine the issue, send an email to interline@canadiannorth.com for assistance.

